

Great Hearts Academies

2018-2019 Funding Year: E-Rate Bid Information

Form 470 | TX | Cat 2 MIBS

Summary & Background:

To provide the necessary internet connectivity for our academies while maintaining cost efficiencies, Great Hearts Academies is currently accepting proposals through this Request for Proposal (RFP) for a contract (**5-year preferred**) to provide Managed Internal Broadband Services (MIBS) for the equipment at its Texas locations. The purpose of this RFP is to solicit proposals from various candidate organizations, conduct a fair evaluation based on criteria listed herein, and select the candidate who best represents the direction Great Hearts Academies wishes to pursue.

Great Hearts Academies was established in 2004 and is growing at a rapid pace. Great Hearts is a non-profit network of public charter schools dedicated to improving education nationwide through classical preparatory K-12 academies. Great Hearts provides a robust liberal arts curriculum incorporating advanced math and science, a focus on the arts and foreign language, and a range of extra-curricular activities and athletics. Our customer base consists of students in grades K-12; educational professionals, and community members who visit our facilities. Great Hearts Academies' main office is in Arizona with regional offices in Texas and Arizona.

Our network services include:

- Providing student devices access to the internet
- Providing faculty access to the internet and our data center
- Providing administrative devices access to the internet, our data center and various SaaS providers.

Locations:

Great Hearts Academies would like to award a contract (preferably **5-year**) to provide Managed Internal Broadband Services (MIBS) for the equipment at the following locations throughout our service network:

BEN	School Name	School Address
16082475	Monte Vista South	211 Belknap Place, San Antonio, Texas 78212
16082476	Monte Vista North	319 East Mulberry Avenue, San Antonio, Texas 78212
16082477	Northern Oaks	17223 Jones Maltsberger Rd, San Antonio, TX 78247
16082478	Irving	3350 W. Story Rd, Irving, TX 75038

For the new sites cited herein, work may be required to commence as early as April 1st but the invoicing for same may not be dated until July 1st. Please indicate on your proposal the locations for which you are applying for provide services. Preference will be given to vendors who can service all listed locations in this RFP.

Proposal Guidelines:

This request for proposal represents the requirements for an open and competitive process. Proposals must be submitted via email to erate@greatheartstx.org. To keep the processes moving forward it is important to follow the directions laid out in this proposal. One of the evaluation criteria will be the vendor's ability to follow instructions. These instructions are created to make it easier for Great Hearts to do a fair "side by side" vendor comparison.

Proposals will be accepted up until **The Allowable Contract Date**. Any proposals received after this date and time will not be considered. All proposals must be signed by an official agent or representative of the company submitting the proposal. Proposals should provide at least one reference with contact information.

If the organization submitting a proposal must outsource or contract any work to meet the requirements contained herein, this must be clearly stated in the proposal. Additionally, all costs included in proposals must be all-inclusive to include any outsourced or contracted work. Any proposals which call for outsourcing or contracting work must include a name and description of the organizations being contracted.

Proposals must include **SKU**, pricing for eligible licenses, software, installation, taxes/fees, and freight. Schools reserve the right to adjust quantities prior to purchasing to meet the needs of the school. All costs must be itemized to include an explanation of all fees and costs prior to any E-Rate discounts. Costs shall also be listed as provided in the Worksheet section tables for services that are being bid on in your proposal. **Bidders will be penalized in their consideration if the Worksheet section tables are not filled out for services on which you are bidding.** Place "N/A" by any items that are not applicable to the services you will provide.

Questions and answers from any communications with vendors will be posted in an online FAQ as clarification for all bidders. Please be sure to check the FAQ often to see any new questions/answers that may be relevant to your bid. The FAQ can be found online at this address: <http://www.goldwestconsulting.com/greatheartserate>.

The contract winner must keep track of all equipment purchased and installed for Great Hearts that are being bid on in response to this RFP. This tracking spreadsheet will be submitted to Great Hearts after the end of every E-Rate year (the first being July 6th 2019).

Bid Evaluation Criteria:

The winning bid will be the most cost-effective bid based on several weighted factors. Price will be the most heavily-weighted factor in the evaluation of the bids; however, other factors such as thoroughness of bid response, how well instructions were followed, use of Worksheet section tables, vendor experience, customer service and ability to interoperate with the Great Hearts environment. Please address these factors in your bid proposal. Great Hearts Academies reserves the right to award the services requested herein to the best-qualified bidder(s).

Bidder Requirements:

- Bids must reference the FCC Form 470 number and Service Provider Identification Number (SPIN)
- All taxes, including sales taxes, must be identified separately. Sales tax will not be included in the competitive evaluation of the quote but will be included in the E-Rate Funding Application
- Bidders must agree to comply with the rules and regulations of USAC and the E-Rate program
- Bidders must be familiar with the billing methods and timelines specified by USAC
- Bidders must be able to process E-Rate funding via the SPI methodology
- Bidder personnel working in Great Hearts facilities must meet the following criteria:
 - Will have passed a background check
 - Will have been fingerprinted as required by Texas state law to work in a school

Quotes must:

- Separate ineligible E-Rate services and equipment from eligible E-Rate services and equipment
- Include installation, configuration and testing of equipment
- Provide warranty information
- Provide information on scalability and management capabilities
- Provide reliability information to assist in evaluating long-term performance of equipment
- Provide manufacturer, model name or number, and **SKU** of each device
- Provide separate detail describing what is included in the installation and maintenance cost

Additional Information:

- Questions and proposals must be submitted via email to erate@greatheartstx.org. Questions and their answers will be shared with other vendors via a link to an online FAQ (located at <http://www.goldwestconsulting.com/greatheartserate>) as a means of clarification to the RFP process. Please be sure to check the FAQ often to see any new questions/answers that may be relevant to your bid.
- Multiple year contracts are encouraged. Please itemize any price differences associated with a multi-year contract.
- A single vendor that can provide all services listed in this RFP is preferred, but not required.
- Great Hearts Academies retains the option to increase and/or add additional service locations as well as to remove locations due to closures or re-organization requirements, as deemed necessary by Great Hearts Academies. We may elect not to open any or all additional resource centers identified herein. Failure to meet the above specifications may result in disqualification of bid. Great Heart Academies reserves the right to reject any or all bids.

Category 2 – Managed Internal Broadband Services (MIBS):

Great Hearts Academies prefers full on-site service MIBS support, because we require minimal network downtime. If have a different solution that would meet our needs, please include it in your proposal.

Please include your support hours, services provided for your listed costs (including faulty device replacement), and anything else that would provide as much information as possible about your services to distinguish your bid from other vendors. Schools generally start early and have afterschool programs so non-emergency support hours would preferably be at least 7am to 4pm local time.

Worksheets

Managed Internal Broadband Services (MIBS)

You are welcome to submit your MIBS pricing in one of two ways.

- 1) Specify the monthly recurring cost for management of each piece of equipment in Table 3 under "MRC (MIBS)".
- 2) Specify the monthly recurring cost for the management of all equipment per school in Table 4 under "Monthly Recurring Cost".

Table 2 – Great Hearts Academies Existing Equipment List 2017-2018

	Cisco SG300-10PP	Cisco SG300-28PP	Cisco SG500-28MPP	Cisco SG300-52P	Cisco SG500-52MP	Ubiquiti WAP-AC-Pro	Ubiquiti EdgeRouter Pro	APC-SmartUPS
Monte Vista South	3	2	1	-	-	12	1	-
Monte Vista North	1	1	-	-	1	8	1	-
Northern Oaks	-	2	-	4	1	33	1	3
Irving	-	-	-	4	1	25	1	-

Table 3 – MIBS Cost Per Device

Equipment	MRC (MIBS)
Cisco SG300-10PP	
Cisco SG300-28PP	
Cisco SG500-28MPP	
Cisco SG300-52P	
Cisco SG500-52MP	
Ubiquiti WAP-AC-Pro	
Ubiquiti EdgeRouter Pro	
APC-SmartUPS	

Table 4 – MIBS Cost per Site (Flat Fee)

BEN	School Name	Monthly Recurring Cost
16082475	Monte Vista South	
16082476	Monte Vista North	
16082477	Northern Oaks	
16082478	Irving	

Table 5 – Emergency Service Pricing

Service	Cost Per Hour
Break-Fix / Repair and Maintenance work	
Travel Time Charge	

Table 6 – Questions and Responses

1) Will you be sub-contracting any services listed in your RFP response? If so, please give their name(s) and a description of the services they would be providing.	
(Y / N)	
Response	
2) Will you be able to provide an annual report for all services and equipment provided by your company in the last year and deliver it no later than the first week of every July for each year you hold a contract with Great Hearts Academies?	
(Y / N)	
Response	
3) Will you provide SPI invoicing?	
(Y / N)	
Response	
4) Will your quotes and invoices separate ineligible E-Rate services and equipment from eligible E-Rate services and equipment?	
(Y / N)	
Response	

Table 6 – Questions and Responses

5) What experience do you have in managing network infrastructure equipment for educational and non-educational customers? How many years of experience do you have in each?	
Response	
Additional Information	
6) Do you have any references from past clients for providing related service? If so, please list them and provide an email address for us to contact.	
Response	
Additional Information	
7) How many fulltime, part time, contracted and managerial staff are employed at your Texas offices?	
Response	
Additional Information	
8) What are the anticipated resources you will assign to this engagement post project implementation? Please include total number, role, title and experience.	
Response	
Additional Information	
9) What timeframe will you require for transitioning our company into your operations post project implementation?	
Response	
Additional Information	

Table 6 – Questions and Responses

10) What is your staff supervision methodology and best practices?	
Response	
Additional Information	
11) What is the process for reporting an issue with a piece of equipment?	
Response	
Additional Information	
12) Are you able to provide periodic proof that your employees working in any Great Hearts facilities have passed recent background check and have a valid fingerprint clearance to work in the state of Texas?	
Response	
Additional Information	
13) Does your company have a service contract that you would be able to provide?	
Response	
Additional Information	
14) USAC allows for services to be provided as soon as April if they are not invoiced until July when the new school year starts. If necessary, would your company be OK with this deferred payment for provided services between April and July?	
Response	
Additional Information	